DELPHI Customer Support Help Desk

Student Guide

Table of Contents

DELPHI Customer Support Help Desk

Section Objectives

At the end of this section, you should be able to:

- Enter a Kintana Request to ask an accounting question, application, or reporting question

- Enter a Kintana Request to get your password reset

- Manage Requests in Kintana.

DELPHI Customer Support Help Desk

Overview

You can get assistance for DELPHI using Kintana. Kintana is a web-enabled, graphical user interface tool designed to streamline and track requests for assistance.

Kintana automatically routes the Request, based on the Request type, through a pre-designed workflow. Users are notified during each step of the Request process. Information may be shared among users, or an action/approval may be required from the user in order for the Request to proceed to the next step in the process. Kintana gives users a tool in which to manage, track, and report on Requests from their creation to final resolution.

You can access DELPHI Assistance through the DELPHI Home Page (http://*sdelphi.jccbi.gov*) in any standard Internet Browser. Select 'Create Kintana Request' to the right of (I) DELPHI Help.
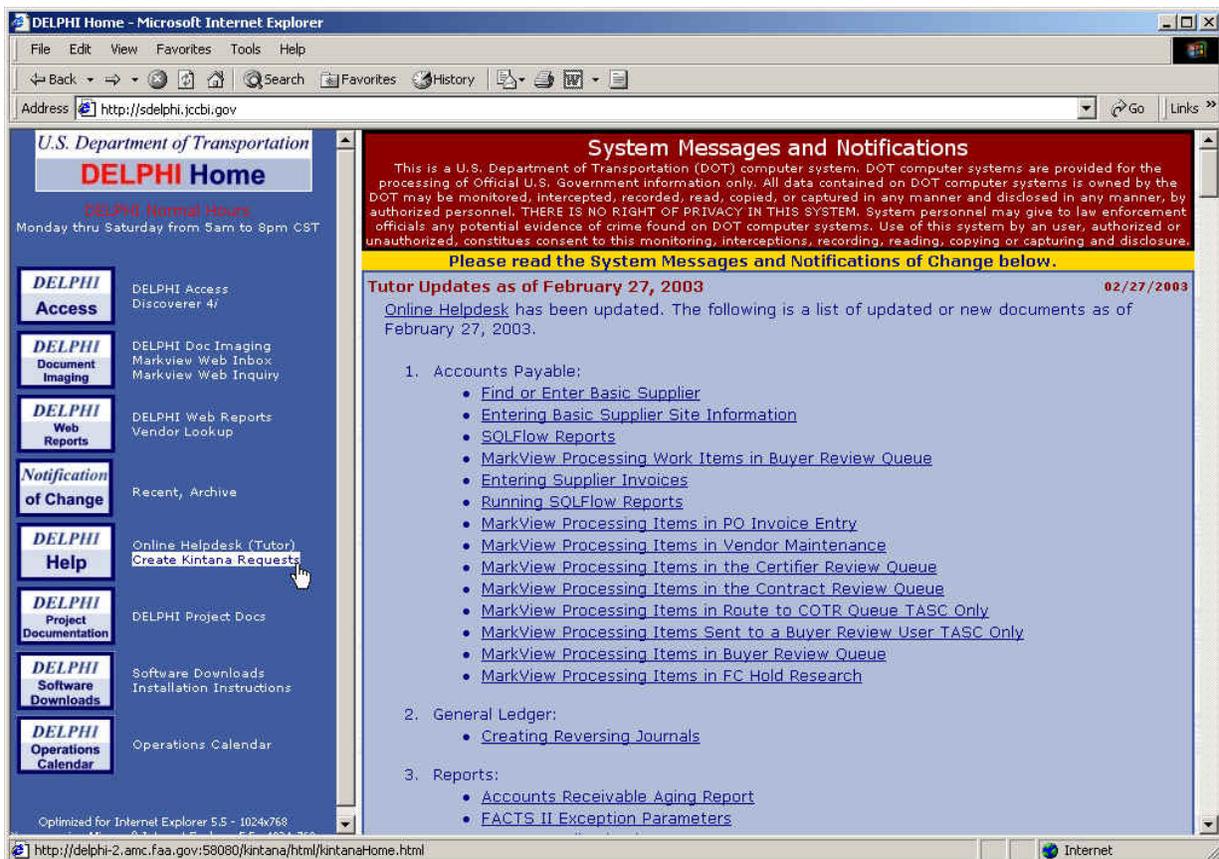
Entering a Request to Reset Password

When you submit a Kintana Request to get your password reset, the DELPHI system administration staff personnel are paged. They also receive an e-mail message with the applicable information to access the Request. They immediately perform the required setup in the Oracle Financials to reset the password and notify you that it has been completed.

DELPHI Customer Support Help Desk

Entering DELPHI Reset Password Request

Accessing Kintana

Internet Browser

N → Internet Browser → DELPHI Home Page

DELPHI Home Page

Access Kintana through the DELPHI Home page *[http://sdelphi.jccbi.gov]* in any standard Internet Browser.

U.S. Department of Transportation
DELPHI Home
http://sdelphi.jccbi.gov

DELPHI Normal Hours
Monday thru Saturday from 5am to 8pm CST

DELPHI Access — DELPHI Access

DELPHI Document Imaging — DELPHI Doc Imaging / Markview Web Inbox / Markview Web Inquiry

DELPHI Web Reports — DELPHI Web Reports / Vendor Lookup

Notification of Change — 2002, 2001, 2000

DELPHI Help — Online Helpdesk (Tutor) / Create Kintana Requests

DELPHI Project Documentation — DELPHI Project Docs / Software Download Page

DELPHI Project Homepage — DELPHI Project Homepage

DELPHI Software Downloads — Adi 7.1.3 (base) / Adi 7.1.10 (patch) / Prod sqlnet.ora / Prod tnsnames.ora

48701
Optimized for Internet Explorer 5.5 - 1024x768
You are using Microsoft Internet Explorer 5.5 - 1152x864

1. Select the Create Kintana Requests hyperlink. The Kintana Logon screen appears.

DELPHI Customer Support Help Desk

2. Enter your username and password at the Kintana Logon Screen and select (B) Submit.

   When entering your password for the first time you are prompted to enter a new password and confirm the password you just entered. Please note that the password field is case sensitive.

Create New Request

DELPHI Customer Support Help Desk

3. In the Kintana Home window, select Create A Request from the Actions dropdown menu located in the upper right area of the window.

4. In the Create New Request window, select DELPHI Reset Password from the LOV in the Request Type field.

5. Select (B) Create.

Create New DELPHI Reset Password

Note: * Indicates required field.

6. Complete all required fields. Other fields are optional, but are often helpful when later reviewing an open Request.

CREATE NEW DELPHI RESET PASSWORD		
Header Area		
Field Name	**Comments**	**Required?**
Created By	The Username defaults from the sign-on screen.	Display Only
Department	Select a value from the dropdown menu.	Yes
Sub-Type	N/A	N/A

Workflow Priority	Indicates the current priority of the Request. This can be set by the requestor and updated by analysts examining the Request. Select a value from the dropdown menu. Use the following definitions: • **Low** - An enhancement request has been or should be submitted to Oracle. • **Normal** - Items that allow for correction of erroneous entries such as accounting adjustments (unless they are required for one of the items in the emergency category). Also included are any items for which there is an acceptable workaround. Resolution - over 30 days. • **High** - Items that prevent timely recording of accounting transactions such as interfaces, billings, obligations, etc. Also in this category is user documentation. Resolution - within 30 days. • **Critical** - Items that fall into the emergency category but there is a workaround. However the workaround is unacceptable and a resolution is required. If a TAR is logged it should be P2. Resolution - 2 - 3 days. • **Emergency** - The only items that should be logged as emergency are items that cause a work stoppage (prevent payments from getting processed, prevent closing of month or year, or that prevent producing mandated reports (SF224, FACTS I and II, etc.). These require 24 X 7 support until they are resolved. If a TAR is logged it should be P1. Resolution - ASAP.	No
Application	Indicates which system application the Request currently falls under. Select a value from the dropdown menu.	Yes
Contact Name	The person assigned to the request will enter this value.	No
Assigned To	Defaults to the DELPHI Security Officer. No action is required.	No
Assigned Group	Defaults to the DELPHI Security Desk. No action is required.	No
Contact Phone	The person assigned to the request will enter this value.	
Request Group	Choose DELPHI.	No
Contact Email	The person assigned to the request will enter this value.	No
Description	Enter a brief description.	No
DETAILS Area		

DELPHI Customer Support Help Desk

DELPHI User Access Request Area		
Type of Request	Defaults to "Reset Password".	Yes
SSN(Last 6 digits)	Enter the last 6 numbers of the employee's Social Security Number.	Yes
Userid	Enter the User ID of the employee.	Yes
Office Phone	Enter the employee's office phone number.	Yes
First Name	Enter the employee's first name.	Yes
Hire Date	Optional field.	No
M/I	Enter the employee's middle initial.	Yes
Supervisor	Optional field.	No
Last Name	Enter the employee's last name.	Yes
Title	Optional field.	No
Organization/Location	Enter your organization and location.	Yes
Requestor email addr:	Enter the requestor's email address.	Yes
Notes Area		
Enter any notes pertaining to the current Request.		
Request References		
New URL	Enter the Universal Resource Location (URL) related to the current Request.	No
View URL	Select to view saved HTML page.	No
Description	Enter the description of the documents related to the current Request.	No
New Attachment	Attach a document, graphic, spreadsheet, etc. to provide additional information about the current Request.	No
Browse	Select (B) Browse to find the file you want to attach.	No
Description	Enter a description of the file attached.	No

7. Select (B) Submit to enter your new Request into the database and open the Request Creation Confirmed window.

Request Creation Confirmed

The Request No. is automatically generated.

8. Select the Request # link to view Update Request Details.

Update Request Details

You can quickly navigate to the Details, Notes, Status, or References by selecting the hyperlink at the top of the Update Request Details screen.

The following is a brief description of what each section contains:

- **Details** – contains information which apply directly to the particular Request type that was created, as well as, any captured User Data.

- **Notes** – displays any notes pertaining to the current Request.

- **Status** – displays all of the Workflow Steps to which the Request is to be routed, and gives the status of each completed/in-progress step. If a blue button is displayed adjacent to a step in the flow, you can interact by selecting the button and answering the questions that are displayed.

- **References -** displays the URL and Description for documents related to the current Request.

9.   Select one of the following to proceed or end your session:

- In the Banner section, select (B) Home to proceed to the Main Page.

- In the Banner section, select (B) Sign Out to end the session.

- From the Internet Browser, select (B) Back icon to return to the list of queried Requests.

Lab 1: Entering a Request to Reset Password

Scenario

You have tried to enter your password three times in the Oracle Financials and were unsuccessful at gaining access. Now you need your password reset. Enter a Kintana Request to get your password reset. Use the Kintana test system to enter your request.

DELPHI Customer Support Help Desk

Lab 1 Solutions: Entering a Request to Reset Password

Step 1: Access Kintana Test System

1. Open your Internet Browser.

    N → Internet Browser → http://delphi-1.amc.faa.gov:58080/kintana/web/knta/global/Home.jsp

Step 2: Enter the Request
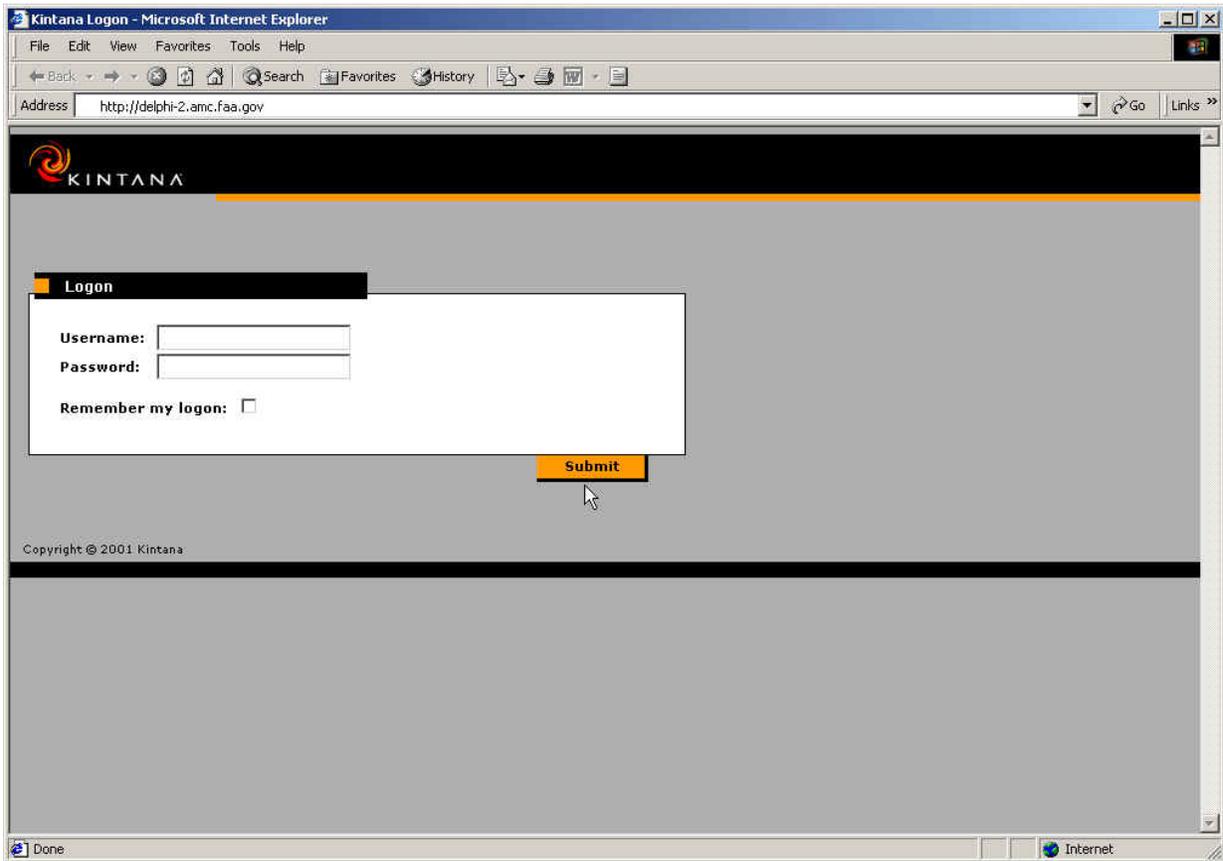
2. Enter your User-ID and Password.

3. Select (B) Submit.

4. Since this is your first time to logon, enter a new password.

Lab 1 Solutions: Entering a Request to Reset Password
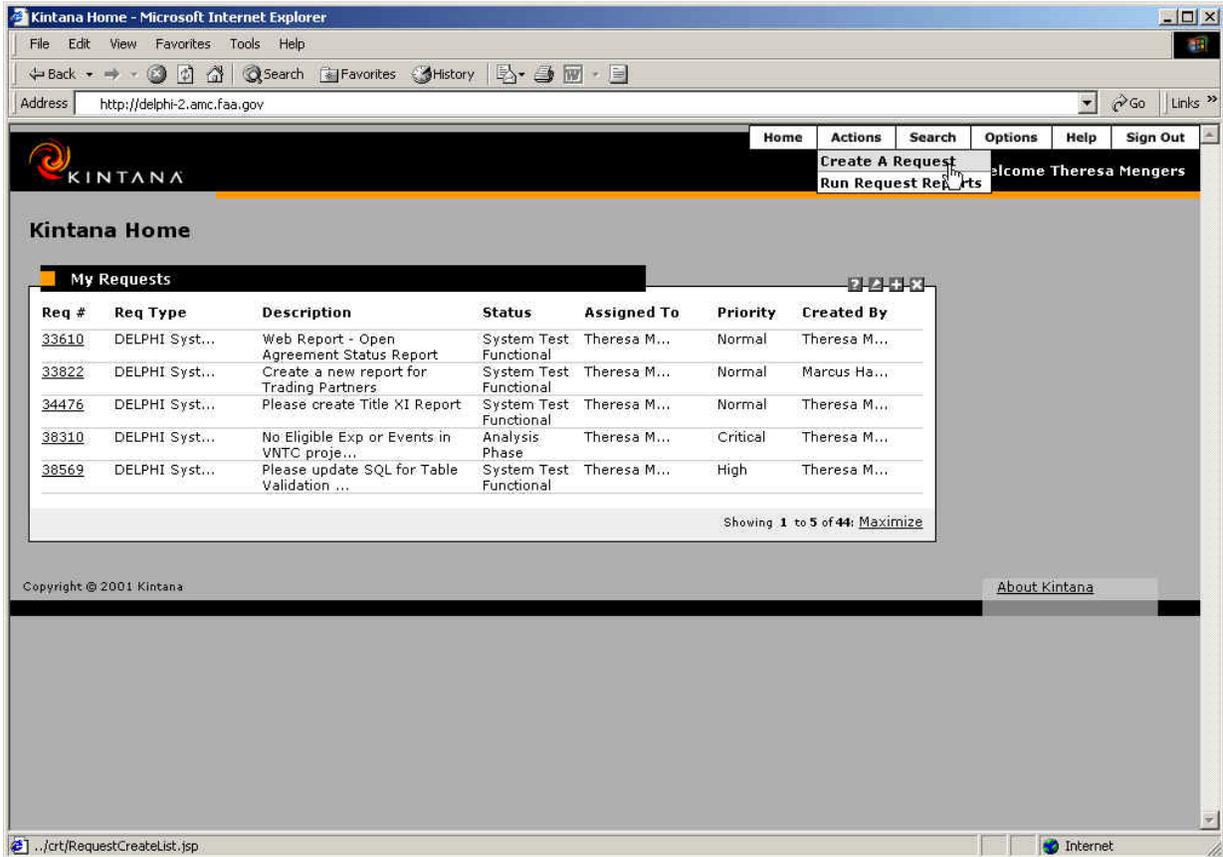
5. Select Create A Request from the Actions dropdown menu located in the upper right area of the Kintana Home window.

Lab 1 Solutions: Entering a Request to Reset Password
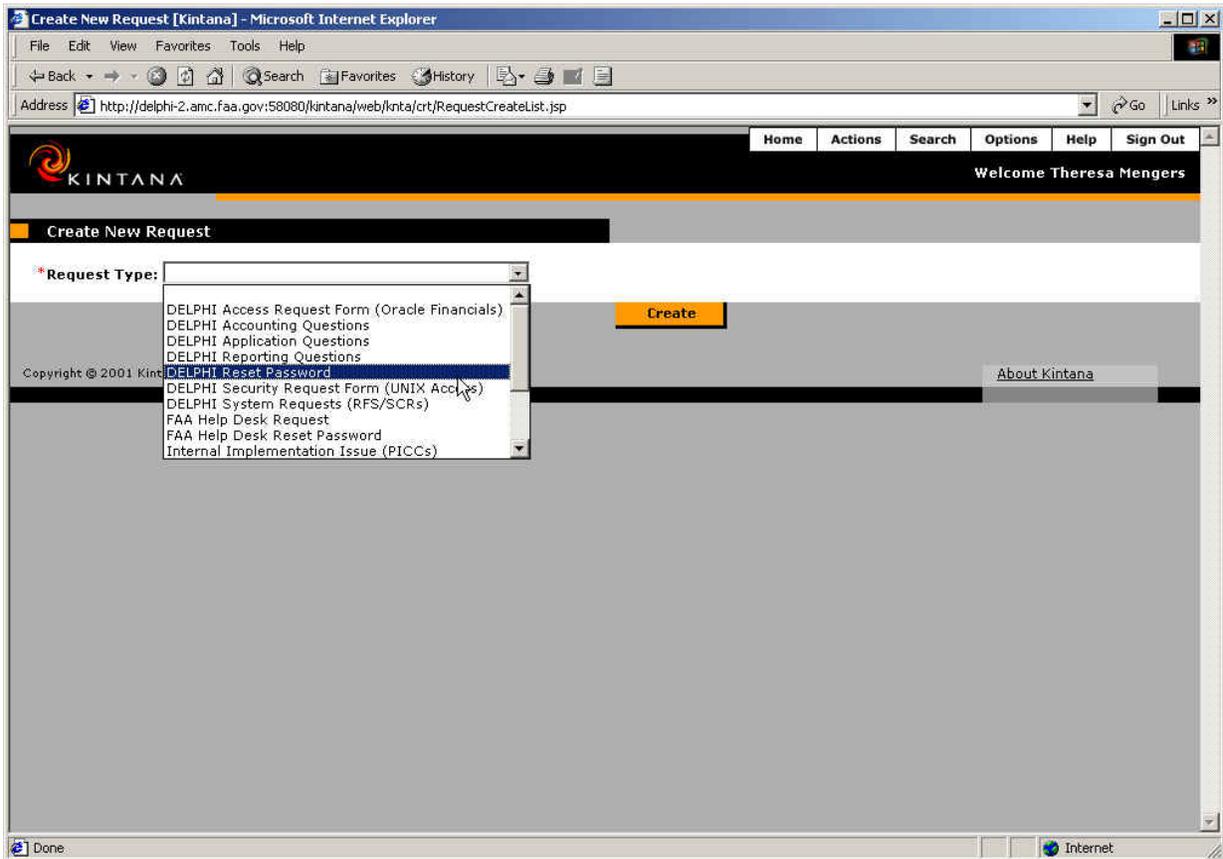
6.   Select DELPHI Reset Password from the Request Type dropdown menu.

7.   Select (B) Create.

DELPHI Customer Support Help Desk

Lab 1 Solutions: Entering a Request to Reset Password

8. Complete all required fields with red * beside them.

Lab 1 Solutions: Entering a Request to Reset Password

9. Optionally, enter notes and attach references.

9. Select the Request # hyperlink to enter your new Request into the database and open the Request Creation Confirmed screen.

10. Record the number of your request for future reference.

DELPHI Customer Support Help Desk

Entering an Accounting, Application, or Reporting Question

Before entering a Request for assistance search available on-line documents to find a resolution. If you are unable to find the information you need, proceed with entering the Request.

Flow of Accounting, Application, and Reporting Questions

When you submit a Kintana Accounting, Application, or Reporting Question, the Kintana workflow begins immediately routing the Request to the appropriate personnel.

This flowchart illustrates the flow for Accounting, Application, and Reporting Questions.
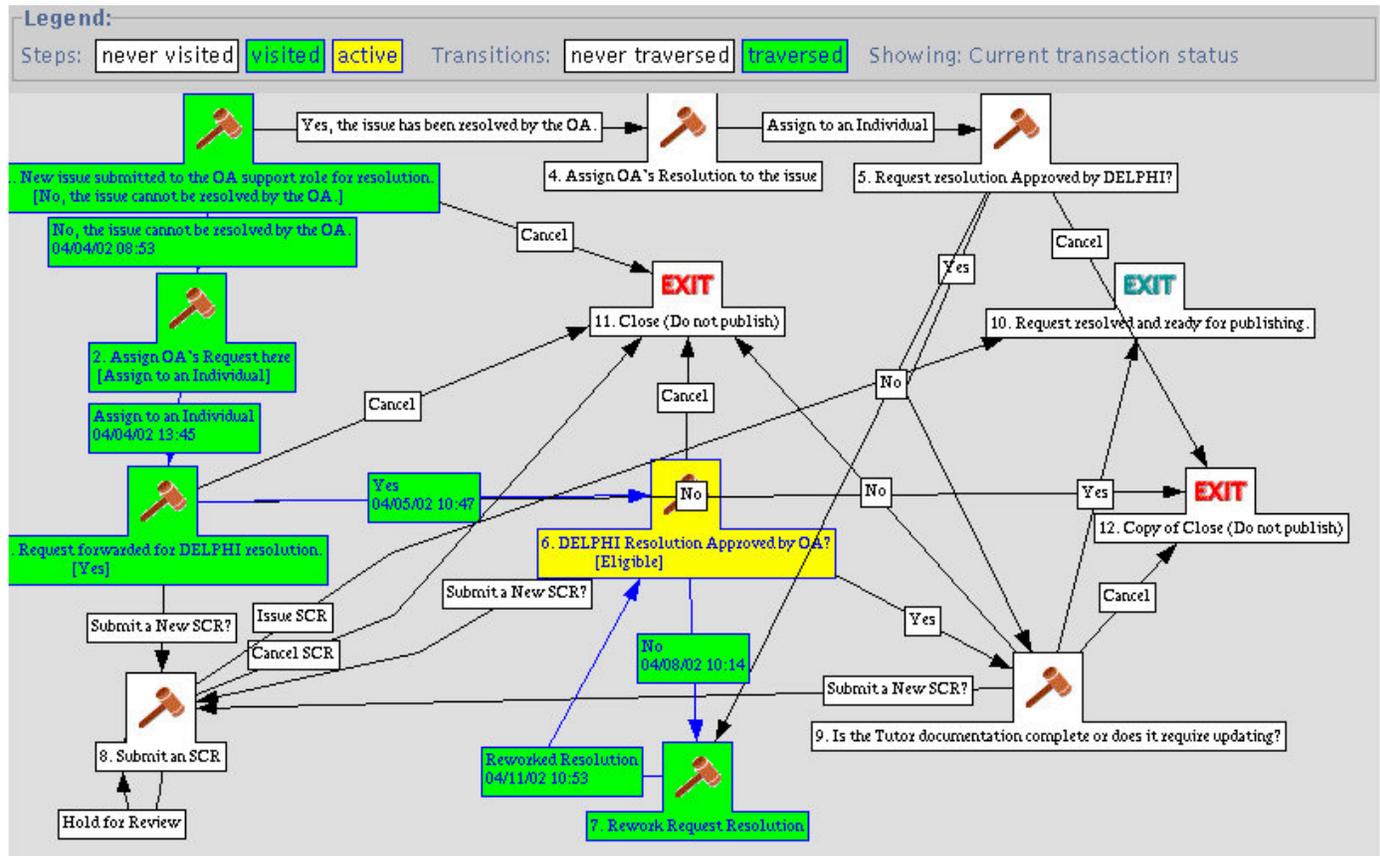
The following steps simplify and highlight the most common path(s) through the workflow (OA interaction is highlighted in **bold**:

1. Designated personnel on site in the **OA (Key Users)** receive an e-mail message from Kintana notifying them that a Request has been logged.

2. The **Key Users** work with the employee who entered the Request to resolve the question or issue if possible. If they resolve the Request, the DELPHI staff reviews their resolution for complete information. If they cannot resolve the Request, the **Key**

Users interact with the Kintana workflow to move it forward for the DELPHI staff to resolve.

3. Each OA has a designated DELPHI staff member who monitors their Kintana Requests. When the **Key User** moves the Request forward for DELPHI resolution, the designated DELPHI staff member immediately assigns the Request. The person who is assigned to the Request receives an e-mail message notifying them that they have been assigned a Request to answer.

4. The Request is reviewed. The DELPHI staff member calls the person who entered the Request to assure them that the Request is being worked and to ask additional questions or clarify the issue. As the Request is being worked, the DELPHI staff member types notes in the Notes section of the Request to keep the user informed of the progress. If the **user** has additional information to add, they also type the information in the Notes section of the Request.

5. If a system change is required to resolve the Request, the DELPHI staff member enters a System Change Request in Kintana and moves the help desk Request forward for completion. The System Change Request number is cross-referenced in the help desk Request.

6. When the Request is resolved, the DELPHI staff member enters their resolution in the Kintana Request and moves it forward for **OA Key User** approval. The **OA Key Users** are notified by e-mail that the Request has been resolved.

7. The **OA Key User** reviews the Request and either approves the resolution or sends it back for rework.

Entering the Question

Use the following criteria when entering your questions.

Which Request Type to Use:

- Accounting - Questions about proper treatment of accounting entries. These normally will be resolved by the Key User in the operating administration.

- Application - Questions about entering transactions in the Oracle Financial Applications.

- Reporting - Questions about Web or Discoverer reports.

Which Priority to Use:

- Low - An enhancement request has been or should be submitted to Oracle.

- Normal - Items that allow for correction of erroneous entries such as accounting adjustments (unless they are required for one of the items in the emergency category).

Also included are items for which there is an acceptable workaround. Resolution - over 30 days.

- High - Items that prevent timely recording of accounting transactions such as interfaces, billings, obligations, etc. Also in this category is user documentation. Resolution - within 30 days.

- Critical - Items that fall into the emergency category but there is a workaround. However the workaround is laborious and a resolution is required. If a TAR is logged it should be P2. Resolution - 2 - 3 days.

- Emergency - The only items that should be logged as emergency should be items that cause a work stoppage (prevent payments from getting processed, prevent closing of month or year, or that prevent producing mandated reports (SF224, FACTS I and II, etc.). These require 24 X 7 support until they are resolved. If a TAR is logged it should be P1. Resolution - ASAP.

DELPHI Customer Support Help Desk

Entering DELPHI Accounting Questions

Accessing Kintana

Internet Browser

N → Internet Browser → DELPHI Home Page

DELPHI Home Page

Access Kintana Assistance through the <u>DELPHI Home page</u> *[http://sdelphi.jccbi.gov]* in any standard Internet Browser.

DELPHI Customer Support Help Desk

1. Select the Create Kintana Requests hyperlink. The Kintana logon screen appears.

2. Enter your username and password at the Kintana Logon Screen and select (B) Submit

   When entering your password for the first time you are prompted to enter a new password and confirm the password you just entered. Please note that the password field is case sensitive.

Create New Request

DELPHI Customer Support Help Desk

3. In the Kintana Home window, select Create A Request from the Actions dropdown menu located at the upper right portion of the window.

4. In the Create New Request window, select DELPHI Accounting Questions from the LOV in the Request Type field.

5. Select (B) Create.

Create New DELPHI Accounting Questions

DELPHI Customer Support Help Desk

Publish Docs			
Create a new Tutor doc?	No	Publish in FAQ folder?	No
Update existing Tutor doc?	No	Publish in OA folder?	No

Notes

References

New URL:	[ ]	View URL	Description: [ ]
New URL:	[ ]	View URL	Description: [ ]
New Attachment:	[ ] Browse...		Description: [ ]
New Attachment:	[ ] Browse...		Description: [ ]

Submit   Cancel

Note: * Indicates required fields.

6. Complete all required fields; other fields are optional, but are often helpful when later reviewing an open Request.

CREATE NEW DELPHI ACCOUNTING QUESTION		
HEADER Area		
Field Name	**Comments**	**Required?**
Created By	The Username defaults from the sign-on screen.	Display Only
Department	Select a value from the dropdown menu. Enter the Department for which you are asking the question.	Yes
Sub-Type	N/A	N/A
Workflow	This defaults when a value is selected in the Department field. No action is required.	Display Only

DELPHI Customer Support Help Desk

Priority	Indicates the current priority of the Request. This can be set by the requestor and updated by analysts examining the Request. Select a value from the dropdown menu. Use the following definitions: • **Low** - An enhancement request has been or should be submitted to Oracle. • **Normal** - Items that allow for correction of erroneous entries such as accounting adjustments (unless they are required for one of the items in the emergency category). Also included are any items for which there is an acceptable workaround. Resolution - over 30 days. • **High** - Items that prevent timely recording of accounting transactions such as interfaces, billings, obligations, etc. Also in this category is user documentation. Resolution - within 30 days. • **Critical** - Items that fall into the emergency category but there is a workaround. However the workaround is unacceptable and a resolution is required. If a TAR is logged it should be P2. Resolution - 2 - 3 days. • **Emergency** - The only items that should be logged as emergency are items that cause a work stoppage (prevent payments from getting processed, prevent closing of month or year, or that prevent producing mandated reports (SF224, FACTS I and II, etc.). These require 24 X 7 support until they are resolved. If a TAR is logged it should be P1. Resolution - ASAP.	Yes
Application	Indicates which system application the Request currently falls under. Select a value from the dropdown menu.	Yes
Contact Name	This is to be filled in by the person assigned to the Request.	No
Assigned To	This field is used to make an assignment by DELPHI personnel. No action is required.	No
Assigned Group	This field is used by DELPHI personnel when the assignment is made. No action is required.	No
Contact Phone	This is to be filled in by the person assigned to the Request.	No
Request Group	Select DELPHI.	Yes
Contact Email	This is to be filled in by the person assigned to the Request.	No
Description	Enter a brief description of the accounting question.	Yes

Details Area

DELPHI Customer Support Help Desk

Accounting Question		
Accounting Question	Enter the detailed accounting question here. ***Note: This field is limited to 200 characters or approximately two lines. Use the additional boxes provided to continue.***	Yes
Responsibility	Enter the Responsibility if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Navigation Path	Enter the navigation path if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Set of Books	Enter the set of books if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Batch Name	Enter the batch name if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Invoice #	Enter the invoice number if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Customer Name	Enter the customer name if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Receipt Number	Enter the receipt number if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Issue Resolution Info		
Primary Name	Enter the name of a primary contact.	Yes
Secondary Name	Enter the name of a secondary contact.	No
Primary Telephone	Enter the telephone number of the primary contact.	Yes
Secondary Telephone	Enter the telephone number of the secondary contact.	No
Primary Email	Enter the email address of the primary contact.	Yes
Secondary Email	Enter the email address of the secondary contact.	No
Resolution to Question	Describe how the problem was solved.	Yes
Estimated Completion Date	Enter an estimated date of completion.	No
Publish Docs		
Create a new Tutor doc?	Enter Yes if new Tutor documentation is required.	Yes
Publish in FAQ folder?	Enter Yes if you want it published in folder.	Yes
Update existing Tutor doc?	Enter Yes if existing Tutor documentation needs updating.	Yes
Publish in OA folder?	Enter Yes if you want to publish in your own OA folder.	Yes
Notes Area		
Enter any notes pertaining to the current Request.		
References Area		
New URL	Enter the Universal Resource Location (URL) related to the current Request.	No
View URL	Select to view saved HTML page.	No

DELPHI Customer Support Help Desk

Description	Enter a description of the documents related to the current Request.	No
New Attachment	Attach all documents, graphics, spreadsheets, etc., which will provide additional information about the current Request.	No
Browse	Select (B) Browse to find the files you want to attach.	No
Description	Enter a brief description of the files attached.	No

7. Select (B) Submit to enter your new Request into the database and open the Request Creation Confirmed screen.

Request Creation Confirmed

Note: The Request # is automatically created.

8. Select the Request # link to view the newly created Request Details.

The example shown below is a Request that has been worked and is awaiting OA Key User approval.

Update Request Details

Home | Actions | Search | Options | Help | Sign Out

Welcome

Request Details

Request #: 30419   Description: **type a description so that the question is thoroughly examined.**

Request Status: New Issue   Action Required: [Resolved Y/N?]   View Full Status Below

Header
Details | Notes | Status | References

Request No.:	30419	Request Type:	DELPHI Accounting Questions	Created By:	dmcneely	
* Department:	Select your departmen ▾	Sub-Type:		Created On:	October 15, 2002	
Workflow:	Accting_Questions_MODEL For all OAs			Request Status:	New Issue	
* Priority:	Normal ▾	* Application:	Accounts Payable	Contact Name:		
Assigned To:		* Assigned Group:	DELPHI Help Desk	Contact Phone:		
* Request Group:	DELPHI			Contact Email:		
* Description:	type a description so that the question is thoroughly examined.					

Details

Accounting Questions

**Note: The text boxes below are limited to 200 characters each. In addition, you may use the notes field.

* **Accounting Question?** Just type in the accounting question here.

*Note: The fields in red are required. Please be as thorough as possible. Enter

* **Responsibility:** AP
* **Navigation Path:** AP
* **Set of Books:** AP
* **Batch Name:** AP
* **Invoice #:** 23451
* **Customer Name:** Jim Nottingham
* **Receipt #:** 65497

Issue Resolution Info

* Primary Name:	Rebecca Long	Secondary Name:	
* Primary Telephone:	455-5555	Secondary Telephone:	
* Primary Email:	rlong@jccbi.gov	Secondary Email:	
Resolution to Question:			

Add'l Resolution Space:

Estm. Completion Date

Publish Docs

Create a new Tutor doc?	No	Publish in FAQ folder?	No
Update existing Tutor doc?	No	Publish in OA folder?	No

Notes

Status

Seq	Workflow Step Name	Step Status	User Name	Date
1	New issue submitted to the OA support role for resolution.	[Resolved Y/N?]		10/15/02 12:44 PM CDT
2	Assign OA's Request here			
3	Request forwarded for DELPHI resolution.			
4	Assign OA's Resolution to the issue			
5	DELPHI Resolution Approved by OA?			
6	Request resolution Approved by DELPHI?			
7	Rework Request Resolution			
8	Submit an SCR			
9	Is the Tutor documentation complete or does it require updating?			
10	Request resolved and ready for publishing.			
11	Close (Do not publish)			
12	Copy of Close (Do not publish)			

Graphical View

References

New URL:	[View URL]	Description:	
New Attachment:	Browse...	Description:	

[OK]   [Cancel]

DELPHI Customer Support Help Desk

You can quickly navigate to the Header, Details, Notes, Status, or References section by selecting the hyperlink at the top of the Update Request Details window.

The following is a brief description of what each section contains:

- **Header -** displays the general information common to most Requests.

- **Details –** contains information which apply directly to the particular Request Type that was created, as well as, any captured User Data.

- **Notes –** displays any notes pertaining to the current Request.

- **Status –** displays all of the Workflow Steps to which the Request is to be routed, and gives the status of each completed/in-progress step. If a blue button is displayed adjacent to a step in the flow, you can interact by selecting the button and answering the questions that are displayed.

- **References -** displays the URL and Description for documents related to the current Request.

9. Select (B) OK to save any information you have changed.

OR

10. Select one of the following to proceed or end your session:

- In the Banner section, select (B) Home to proceed to the Main Page.

- In the Banner section, select (B) Sign Out to end the session.

- From the Internet Browser, select (B) Back icon to return to the list of queried Requests.

Email Notification

11. Once the Request is saved and released in Kintana, an email notification is sent to the OA Key User to alert and inform them that the Request has been submitted to the OA Helpdesk for resolution.

The first line of the notification is a hyperlink to the Kintana logon screen web page.

The second hyperlink mentioned in the body of the message will direct you to the specific Request but ONLY if you are currently logged in Kintana.

Entering DELPHI Application Questions

Accessing Kintana

Internet Browser

N → Internet Browser → DELPHI Home Page

DELPHI Home Page

Access Kintana through the <u>DELPHI Home page</u> *[http://sdelphi.jccbi.gov]* in any standard Internet Browser.

DELPHI Customer Support Help Desk

1. Select the Create Kintana Request hyperlink. The Kintana Logon screen appears.

2. Enter your username and password at the Kintana Logon Screen and select (B) Submit.

   When entering your password for the first time you are prompted to enter a new password and confirm the password you just entered. Please note that the password field is case sensitive.

Create New Request

3. In the Kintana Home window, select Create A Request from the Actions dropdown menu located in the upper right section of the window.

DELPHI Customer Support Help Desk

Create New DELPHI Application Questions

4. In the Create New Request window, select DELPHI Application Questions from the dropdown menu in the Request Type field.

5. Select (B) Create.

Note: * Indicates required field.

6. Complete all required fields; other fields are optional, but are often helpful when later reviewing an open Request.

CREATE NEW DELPHI APPLICATION QUESTION		
Header Area		
Field Name	**Comments**	**Required?**
Created By	The Username defaults from the sign-on screen.	Display Only
Department	Select a value from the dropdown menu. Enter the Department for which you are asking the question.	Yes
Sub-Type	N/A	N/A
Workflow	This defaults when a value is selected in the Department field. No action is required.	Display Only

DELPHI Customer Support Help Desk

Priority	Indicates the current priority of the Request. This can be set by the requestor and updated by analysts examining the Request. Select a value from the dropdown menu. Use the following definitions: • **Low** - An enhancement request has been or should be submitted to Oracle. • **Normal** - Items that allow for correction of erroneous entries such as accounting adjustments (unless they are required for one of the items in the emergency category). Also included are any items for which there is an acceptable workaround. Resolution - over 30 days. • **High** - Items that prevent timely recording of accounting transactions such as interfaces, billings, obligations, etc. Also in this category is user documentation. Resolution - within 30 days. • **Critical** - Items that fall into the emergency category but there is a workaround. However the workaround is unacceptable and a resolution is required. If a TAR is logged it should be P2. Resolution - 2 - 3 days. • **Emergency** - The only items that should be logged as emergency are items that cause a work stoppage (prevent payments from getting processed, prevent closing of month or year, or that prevent producing mandated reports (SF224, FACTS I and II, etc.). These require 24 X 7 support until they are resolved. If a TAR is logged it should be P1. Resolution - ASAP.	Yes
Application	Indicates which system application the Request currently falls under. Select a value from the dropdown menu.	Yes
Contact Name	This is to be filled in by the person assigned to the Request.	No
Assigned To	This field is used to make an assignment by DELPHI personnel. No action is required.	No
Assigned Group	This field is used by DELPHI personnel when the assignment is made. No action is required.	No
Contact Phone	This is to be filled in by the person assigned to the Request.	No
Request Group	Choose DELPHI	Yes
Contact Email	This is to be filled in by the person assigned to the Request.	No
Description	Enter a brief description of the accounting question.	Yes
Details Area		

DELPHI Customer Support Help Desk

Application Question Area

Application Question	Enter the detailed application question here. ***Note: This field is limited to 200 characters or approximately two lines. Use the additional boxes provided to continue.***	Yes
Error #	If applicable, enter the error number.	No
Conc. Req #	If applicable, enter the Concurrent Request number. This is an automatic number assigned by the Concurrent Manager in the Oracle Financials whenever you submit a task.	No
Form Name	Enter the name of the Oracle Financials Form.	No
Responsibility	Enter the Responsibility being used.	Yes
Navigation Path	Enter the navigation path applicable to the question.	Yes
Set of Books	Enter the set of books applicable to the question.	Yes
Batch Name	Enter the batch name if it is applicable to the application question.	Yes
Supplier Name	Enter the supplier name if it is applicable to the application question.	Yes
Invoice #	Enter the invoice number if it is applicable to the application question.	Yes
Customer Name	Enter the customer name if it is applicable to the application question.	Yes
Receipt Number	Enter the receipt number if it is applicable to the application question	Yes

Resolution Information Area

Primary Name	Enter the name of a primary contact.	Yes
Secondary Name	Enter the name of a secondary contact.	No
Primary Telephone	Enter the telephone number of the primary contact.	Yes
Secondary Telephone	Enter the telephone number of the secondary contact.	No
Primary Email	Enter the email address of the primary contact.	Yes
Secondary Email	Enter the email address of the secondary contact.	No
Resolution Information	Required before issue is closed. Describe how the problem was solved.	Yes
Tar #	Enter the Oracle Support TAR #.	Yes
Bug #	If Oracle issues a Bug #, enter it here.	Yes
Estm. Completion Date	Estimated date of completion or closure of request.	No

Notes Area

Enter any notes pertaining to the current Request.

Request References

New URL	Enter the Universal Resource Location (URL) related to the current Request.	No
Description	Enter a description of the documents related to the current Request.	No
New Attachment	Attach all documents, graphics, spreadsheets, etc., which will provide additional information about the current Request.	No
Browse	Select (B) Browse to find the files you want to attach.	No

Description	Enter a brief description of the files attached.	No

7. Select (B) Submit to enter your new Request into the database and open the Request Creation Confirmed screen.

Request Creation Confirmed

The Request # is automatically created.

8. Select the Request # link to view the newly created Update Request Details.

Update Request Details

You can quickly navigate to the Header, Details, Notes, Status, or References section by selecting the hyperlink at the top of the Update Request Details screen.

The following is a brief description of what each section contains:

- **Header -** displays the general information common to most Requests.

- **Details –** contains information which apply directly to the particular Request Type that was created, as well as, any captured User Data.

- **Notes –** displays any notes pertaining to the current Request.

- **Status –** displays all of the Workflow Steps to which the Request is to be routed, and gives the status of each completed/in-progress step. If a blue button is displayed adjacent to a step in the flow, you can interact by selecting the button and answering the questions that are displayed.

- **References -** displays the URL and Description for documents related to the current Request.

9   Select (B) OK to save any information you have changed.

OR

10. Select one of the following to proceed or end your session:

    - In the Banner section, select (B) Home to proceed to the Main Page.

    - In the Banner section, select (B) Sign Out to end the session.

    - From the Internet Browser, select (B) Back icon to return to the list of queried Requests.

Email Notification

11. Once the Request is saved and released in Kintana, an email notification is sent to the OA Key User to alert and inform them that the Request has been submitted to the OA Helpdesk for resolution.

    The first line of the notification is a hyperlink to the Kintana logon screen web page.

    The second hyperlink mentioned in the body of the message will direct you to the specific Request but ONLY if you are currently logged in Kintana.

DELPHI Customer Support Help Desk

Entering DELPHI Reporting Questions

Accessing Kintana

Internet Browser

N → Internet Browser → DELPHI Home Page

DELPHI Home Page

Access Kintana through the DELPHI Home page *[http://sdelphi.jccbi.gov]* in any standard Internet Browser.

DELPHI Customer Support Help Desk

1. Select the Create Kintana Requests hyperlink. The Kintana Logon screen appears.

DELPHI Customer Support Help Desk

2. Enter your username and password at the Kintana Logon Screen and select (B) Submit.

   When entering your password for the first time you are prompted to enter a new password and confirm the password you just entered. Please note that the password field is case sensitive.

Create New Request

3. In the Kintana Home window, select Create A Request from the Actions dropdown menu located in the upper right section of the window.

DELPHI Customer Support Help Desk

Create New DELPHI Reporting Questions

4. From the LOV in the Request Type field, select DELPHI Reporting Questions.

5. Select (B) Create.

Note: * Indicates required field.

6. Complete all required fields; other fields are optional, but are often helpful when later reviewing an open Request.

CREATE NEW DELPHI REPORTING QUESTION		
Header TAB		
Field Name	**Comments**	**Required?**
Created By	The Username defaults from the sign-on screen.	Display Only
Department	Select a value from the dropdown menu. Enter the Department for which you are asking the question.	Yes
Sub-Type	N/A	N/A
Workflow	This defaults when a value is selected in the Department field. No action is required.	Display Only

Priority	Indicates the current priority of the Request. This can be set by the requestor and updated by analysts examining the Request. Select a value from the dropdown menu. Use the following definitions: • **Low** - An enhancement request has been or should be submitted to Oracle. • **Normal** - Items that allow for correction of erroneous entries such as accounting adjustments (unless they are required for one of the items in the emergency category). Also included are any items for which there is an acceptable workaround. Resolution - over 30 days. • **High** - Items that prevent timely recording of accounting transactions such as interfaces, billings, obligations, etc. Also in this category is user documentation. Resolution - within 30 days. • **Critical** - Items that fall into the emergency category but there is a workaround. However the workaround is unacceptable and a resolution is required. If a TAR is logged it should be P2. Resolution - 2 - 3 days. • **Emergency** - The only items that should be logged as emergency are items that cause a work stoppage (prevent payments from getting processed, prevent closing of month or year, or that prevent producing mandated reports (SF224, FACTS I and II, etc.). These require 24 X 7 support until they are resolved. If a TAR is logged it should be P1. Resolution - ASAP.	Yes
Application	Indicates which system application the Request currently falls under. Select a value from the dropdown menu.	Yes
Contact Name	This is to be filled in by the person assigned to the Request.	No
Assigned To	This field is used to make an assignment by DELPHI personnel. No action is required.	No
Assigned Group	This field is used by DELPHI personnel when the assignment is made. No action is required.	No
Contact Phone	This is to be filled in by the person assigned to the Request.	No
Request Group	Choose DELPHI	Yes
Contact Email	This is to be filled in by the person assigned to the Request.	No
Description	Enter a brief description of the reporting question.	Yes
Details TAB		

DELPHI Customer Support Help Desk

Reporting Question Area		
Reporting Tool	Select a value from the dropdown menu. The choices are: Discoverer, Web Reports, Financial Analyzer, Other.	Yes
Reporting Question	Enter the detailed reporting question here. *Note: This field is limited to 200 characters or approximately two lines. Use the additional boxes provided to continue.*	Yes
Issue Resolution Info Area		
Primary Name	Enter the name of a primary contact.	Yes
Secondary Name	Enter the name of a secondary contact.	No
Primary Telephone	Enter the telephone number of the primary contact.	Yes
Secondary Telephone	Enter the telephone number of the secondary contact.	No
Primary Email	Enter the email address of the primary contact.	Yes
Secondary Email	Enter the email address of the secondary contact.	No
Notes Area		
Enter any notes pertaining to the current Request.		
References Area		
New URL	Enter the Universal Resource Location (URL) related to the current Request.	No
View URL	Allows the user to view the attached URL document or HTML page.	No
Description	Enter a description of the documents related to the current Request.	No
Attachment	Attach all documents, graphics, spreadsheets, etc., which will provide additional information about the current Request.	No
Browse	Select (B) Browse to find the files you want to attach.	No
Description	Enter a brief description of the files attached.	No
Save and Submit Request	Select this button to enter your new Request into the database and open the Results screen.	Yes
Clear	Select this button to clear the screen and restart your data entry.	No

7. Select (B) Submit to enter your new Request into the database and open the Request Creation Confirmed screen.

Request Creation Confirmed

Note: The Request # is automatically created.

8.   Select the Request # link to view the newly created Update Request Details.

Update Request Details

Notes

Status

Seq	Workflow Step Name	Step Status	User Name	Date
1	New issue submitted to the OA support role for resolution.	Resolved Y/N?		10/16/02 08:41 AM CDT
2	Assign OA's Request here			
3	Request forwarded for DELPHI resolution.			
4	Assign OA's Resolution to the issue			
5	DELPHI Resolution Approved by OA?			
6	Request resolution Approved by DELPHI?			
7	Rework Request Resolution			
8	Submit an SCR			
9	Is the Tutor documentation complete or does it require updating?			
10	Request resolved and ready for publishing.			
11	Close (Do not publish)			
12	Copy of Close (Do not publish)			

Graphical View

References

New URL: _____ View URL Description: _____
New Attachment: _____ Browse... Description: _____

OK   Cancel

You can quickly navigate to the Header, Details, Notes, Status, or References section by selecting the hyperlink at the top of the Request Details screen.

The following is a brief description of what each section contains:

- **Header -** displays the general information common to most Requests.

- **Details –** contains information which apply directly to the particular Request Type that was created, as well as, any captured User Data.

- **Notes –** displays any notes pertaining to the current Request.

- **Status –** displays all of the Workflow Steps to which the Request is to be routed, and gives the status of each completed/in-progress step. If a blue button is displayed adjacent to a step in the flow, you can interact by selecting the button and answering the questions that are displayed.

- **References -** displays the URL and Description for documents related to the current Request.

9. Select (B) OK to save any information you have changed.

OR

10. Select one of the following to proceed or end your session:

- In the Banner section, select (B) Home to proceed to the Main Page.

- In the Banner section, select (B) Sign Out to end the session.

- From the Internet Browser, select (B) Back icon to return to the list of queried Requests.

Email Notification

11. Once the Request is saved and released in Kintana an email notification is sent to the OA Key User to alert and inform them that the Request has been submitted to the OA Helpdesk for resolution.

    The first line of the notification is a hyperlink to the Kintana logon screen web page.

    The second hyperlink mentioned in the body of the message will direct you to the specific Request but ONLY if you are currently logged in Kintana.

DELPHI Customer Support Help Desk

Lab 2: Entering Questions in Kintana

Scenario

1. You have searched the on-line documentation and do not find the answer to your Oracle Financial Applications question. You have also conferred with your supervisor and have determined that you have an unusual situation and need assistance. Use the following information to formulate your request:

    - You are trying to enter supplier site information.

    - You were using the AP Accounting Technician responsibility when you encountered the problem.

    - You will use the supplier you are trying to set up to make a payment that is due today.

2. Use your User-ID and user data to enter the request.

3. Use the Kintana test system to enter your request.

Lab 2 Solutions: Entering Questions in Kintana

Step 1: Access Kintana Test System

1. Open your Internet Browser.

    N → Internet Browser → http://delphi-1.amc.faa.gov:58080/kintana/web/knta/global/Home.jsp

Step 2: Enter the Request
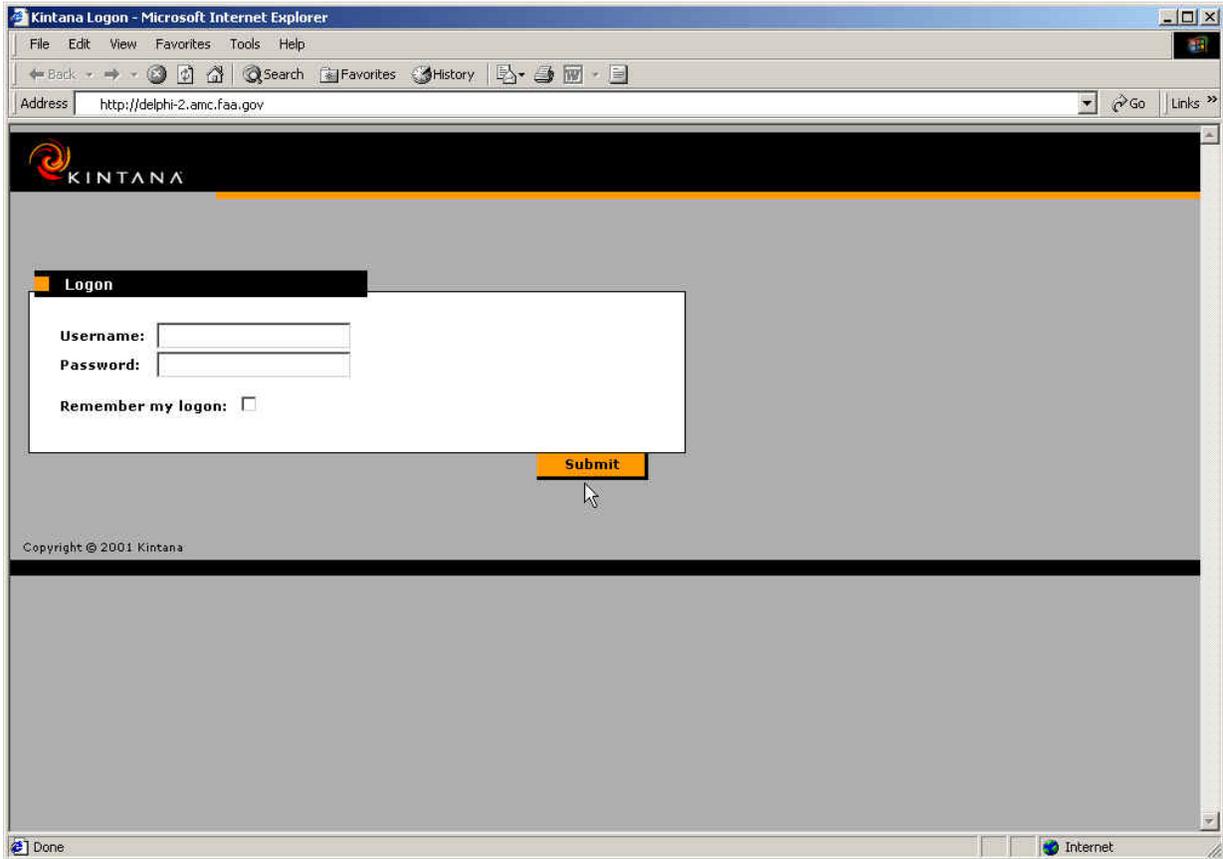
2. Enter your User-ID and Password.

3. Select (B) Submit.

Lab 2 Solutions: Entering Questions in Kintana

4.   In the Kintana Home window, select Create A Request from the Actions dropdown menu.

Lab 2 Solutions: Entering Questions in Kintana

5.   Select DELPHI Application Question from the Request Type dropdown list.

6.   Select (B) Create.

Lab 2 Solutions: Entering Questions in Kintana

7. Complete all required fields marked by red *. Do not enter N/A in a required field unless it does not apply to the question.

Lab 2 Solutions: Entering Questions in Kintana

8.   Optionally, enter notes and attach references.

9.   Select (B) Submit to enter your new Request into the database and open the Request
     Creation Confirmed screen.

10. Record the number of your request for future reference.

DELPHI Customer Support Help Desk

Using Kintana to Manage Requests

Users of Kintana have the ability, based on their security, to interact with and review Requests. **OA Key Users** have the responsibility of interacting with the workflow in Kintana when they are reviewing, resolving, and approving Requests.

DELPHI Customer Support Help Desk

Interacting with the Workflow in Kintana

Accessing Kintana

Internet Browser

N → Internet Browser → DELPHI Home Page

DELPHI Assistance

Access DELPHI Assistance through the <u>DELPHI Home page</u> *[http://sdelphi.jccbi.gov]* in any standard Internet Browser.

DELPHI Customer Support Help Desk

1. Select the Create Kintana Requests hyperlink. The Kintana logon screen appears.

DELPHI Customer Support Help Desk

2. Enter your username and password at the Kintana Logon Screen and select (B) Submit.

Search Requests

3. In the Kintana Home window, select Requests from the Search dropdown menu that is located in the upper right area of the window.

DELPHI Customer Support Help Desk

4. In the Request Search window, enter the search information.

REQUEST SEARCH		
Search Information Area		
Field Name	**Comments**	**Required?**
Request #	Enter a request number to limit your search.	No
Request Type	Used to limit your query to a specific request type.	No
Status	Used to limit the query to requests with a specific request status or a set of request statuses.	No
Assigned To	Used to limit the query to requests assigned to a specific user.	No
Assigned To Group	Used to limit the query to requests assigned to a specific group.	No
Created By	Used to limit the query to requests created by a specific Kintana user.	No
Creation Date From	This date field is used to limit the query to only requests created within a specific date range. Enter the beginning date of the range.	No
Creation Date To	This date field is used to limit the query to only requests created within a specific date range. Enter the ending date of the range.	No
Keywords	Free form field that is used to search for strings in either the description field or attached Notes in Requests.	No
Include Closed?	Select No to limit your search by excluding closed Requests.	No
Eligible for My Action?	Select Yes to limit your search by excluding any request not eligible for action by you.	No
Department	Select your department.	No
Request Sub Type	Not used for this request type.	No
Workflow	Used to limit your query to requests that use a specific workflow.	No

DELPHI Customer Support Help Desk

Priority	Used to limit your query to requests with a specific priority.	No
Request Group	Select DELPHI.	No
Application	Used to limit your query to requests with a specific application.	No
Contact	Used to limit your query to requests with a specific contact value in the Contract Name field.	No
Company Name	Used to limit your query to requests with a specific value in the Company Name field.	No
Result Display Options		
Sort By	Select from LOV the criteria to sort the query results. Select either the ascending or descending radio button.	Yes
Maximum Requests Displayed	Select the maximum requests to display. The default is 200.	Yes

Request Query Results

The Request Query Results screen displays all of the Requests that match your query.

5.   Select the Request # link to display information for the particular Request.

Update Request Details

6. Navigate to the Status section by selecting the View Full Status Below hyperlink at the top of the Request Details window.

DELPHI Customer Support Help Desk

Workflow Status

All steps in the workflow are listed. The step status column reflects the status of each step that has been traversed. If the current step is awaiting action by someone else, the step status is "**eligible**" in bold text. If the current step is awaiting your action, a blue button will be visible with the required action displayed.

Graphical Workflow

7. To look at a graphical view of the workflow select [icon] at the bottom of the Status section.

DELPHI Customer Support Help Desk

Steps that have been completed are shaded in green. Active steps are shaded in yellow. Steps that have never been visited are white.

8. To return to the Request Details window, select (B) Back icon in your Internet Browser.

Status				
Seq	Workflow Step Name	Step Status	User Name	Date
1	New issue submitted to the OA support role for resolution.	Resolved Y/N?		10/11/02 12:58 PM CDT
2	Assign OA's Request here			
3	Request forwarded for DELPHI resolution.			
4	Assign OA's Resolution to the issue			
5	DELPHI Resolution Approved by OA?			
6	Request resolution Approved by DELPHI?			
7	Rework Request Resolution			
8	Submit an SCR			
9	Is the Tutor documentation complete or does it require updating?			
10	Request resolved and ready for publishing.			
11	Close (Do not publish)			
12	Copy of Close (Do not publish)			

Graphical View

References

New URL: [   ] [View URL]   Description: [   ]
New Attachment: [   ] [Browse...]   Description: [   ]

[OK] [Cancel]

9. To take action, select (B) Reserved Y/N?.

KINTANA

Welcome

Request: Workflow Action

Summary

Request #: 30416 Request Type: DELPHI Application Questions Created By: dmcneely
Description: any description will do
Request Status: New Issue

Action Required

Please choose an outcome for the step: **New issue submitted to the OA support role for resolution.**

○ Yes, the issue has been resolved by the OA.
● No, the issue cannot be resolved by the OA.
○ Cancel

Notes:
[   ]

[OK] [Cancel]

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10. Answer the question by selecting a radio button.

11. Enter pertinent information in the Notes box.

DELPHI Customer Support Help Desk

12. Select (B) OK.

DELPHI Customer Support Help Desk

Lab 3: Interacting with Kintana

Scenario

1. You are the OA Key User. You have examined the request created in Lab 2 and find that you cannot answer the question. Using the workflow in Kintana Create Express, move the request forward for the DELPHI staff to resolve.

2. Use the Kintana test system.

DELPHI Customer Support Help Desk

Lab 3 Solutions: Interacting with Kintana

Step 1: Access Kintana Test System

1.   Open your Internet Browser.

     N → Internet Browser → http://delphi-1.amc.faa.gov:58080/kintana/web/knta/global/Home.jsp

Step 2: Enter the Request

2.   Enter your User-ID and Password.

3.   Select (B) Submit.

Lab 3 Solutions: Interacting with Kintana

4. In the Kintana Home window, select Requests from the Search dropdown menu.

DELPHI Customer Support Help Desk

Lab 3 Solutions: Interacting with Kintana

5.   In the Request Search window, enter the Request # you entered in Lab 2.

6.   Select (B) Search to retrieve the request.

DELPHI Customer Support Help Desk

Lab 3 Solutions: Interacting with Kintana

7. Select the Request # hyperlink to display information for your Request.

8. Scroll down to the Status section.

Seq	Workflow Step Name	Step Status	User Name	Date
1	New issue submitted to the OA support role for resolution.	Resolved Y/N?		10/11/02 12:58 PM CDT
2	Assign OA's Request here			
3	Request forwarded for DELPHI resolution.			
4	Assign OA's Resolution to the issue			
5	DELPHI Resolution Approved by OA?			
6	Request resolution Approved by DELPHI?			
7	Rework Request Resolution			
8	Submit an SCR			
9	Is the Tutor documentation complete or does it require updating?			
10	Request resolved and ready for publishing.			
11	Close (Do not publish)			
12	Copy of Close (Do not publish)			

Graphical View

References

New URL: _____ View URL Description: _____
New Attachment: _____ Browse... Description: _____

OK   Cancel

9. Select (B) Resolved Y/N.

Lab 3 Solutions: Interacting with Kintana

10. Select the radio button beside "No, the issue cannot be resolved by the OA."

11. Optionally, enter additional notes about the Request.

12. Select (B) OK. The workflow advances to the next step for DELPHI resolution.

13. Scroll to the top of the screen.

DELPHI Customer Support Help Desk

Lab 3 Solutions: Interacting with Kintana Create Express

14. Select (M) Sign Out.

Additional Information for Security Officers

Security officers will enter DELPHI access requests in Kintana. Before submitting the request the employee must be set up as an employee in the DELPHI Oracle Financial Applications. The e-mail address must be accurate and in the proper format. Example: John.Doe@ost.dot.gov. Enter your access requests using the following guidance.

Entering DELPHI Access Request

Accessing Kintana

Internet Browser

N → Internet Browser → DELPHI Home Page

DELPHI Home Page

Access Kintana through the <u>DELPHI Home page *[http://sdelphi.jccbi.gov]*</u> in any standard Internet Browser.

DELPHI Customer Support Help Desk

1. Select the Create Kintana Requests hyperlink. The Kintana Logon screen will appear.

2. Enter your username and password at the Kintana Logon screen and select (B) Submit.

    When entering your password for the first time you are prompted to enter a new password and confirm the password you just entered. Please note that the password field is case sensitive.

Create New Request

3. In the Create New Request window, select Create A Request from the Actions dropdown menu located in the upper right area of the window.

4. In the Create New Request window, select DELPHI Access Request Form (Oracle Financials) from the LOV in the Request Type field.

5. Select (B) Create.

Create New DELPHI Access Request Form

Note: * Indicates required field.

6.   Complete all required fields. Other fields are optional, but are often helpful when later reviewing an open Request.

CREATE NEW DELPHI ACCESS REQUEST FORM (Oracle Financials)		
Header Area		
Field Name	**Comments**	**Required?**
Created By	The Username defaults from the sign-on screen.	Display Only
Department	Select a value from the dropdown menu.	Yes
Sub-Type	N/A	N/A

Workflow Priority	Indicates the current priority of the Request. This can be set by the requestor and updated by analysts examining the Request. Select a value from the dropdown menu. Use the following definitions: • **Low** - An enhancement request has been or should be submitted to Oracle. • **Normal** - Items that allow for correction of erroneous entries such as accounting adjustments (unless they are required for one of the items in the emergency category). Also included are any items for which there is an acceptable workaround. Resolution - over 30 days. • **High** - Items that prevent timely recording of accounting transactions such as interfaces, billings, obligations, etc. Also in this category is user documentation. Resolution - within 30 days. • **Critical** - Items that fall into the emergency category but there is a workaround. However the workaround is unacceptable and a resolution is required. If a TAR is logged it should be P2. Resolution - 2 - 3 days. • **Emergency** - The only items that should be logged as emergency are items that cause a work stoppage (prevent payments from getting processed, prevent closing of month or year, or that prevent producing mandated reports (SF224, FACTS I and II, etc.). These require 24 X 7 support until they are resolved. If a TAR is logged it should be P1. Resolution - ASAP.	No
Application	Indicates which system application the Request currently falls under. Select a value from the dropdown menu.	Yes
Contact Name	The person assigned to the request will enter this value.	No
Assigned To	Defaults to the DELPHI Security Officer. No action is required.	No
Assigned Group	Defaults to the DELPHI Security Desk. No action is required.	No
Contact Phone	The person assigned to the request will enter this value.	
Request Group	Choose DELPHI.	No
Contact Email	The person assigned to the request will enter this value.	No
Description	Enter a brief description.	No
DETAILS Area		

DELPHI Customer Support Help Desk

DELPHI User Access Request Area		
Type of Request	Defaults to "Reset Password".	Yes
SSN(Last 6 digits)	Enter the last 6 numbers of the employee's Social Security Number.	Yes
Userid	Enter the User ID of the employee.	Yes
Office Phone	Enter the employee's office phone number.	Yes
First Name	Enter the employee's first name.	Yes
Hire Date	Optional field.	No
M/I	Enter the employee's middle initial.	Yes
Supervisor	Optional field.	No
Last Name	Enter the employee's last name.	Yes
Title	Optional field.	No
Organization/Location	Enter your organization and location.	Yes
Requestor email addr:	Enter the requestor's email address.	Yes
Notes Area		
Enter any notes pertaining to the current Request.		
Request References		
New URL	Enter the Universal Resource Location (URL) related to the current Request.	No
View URL	Select to view saved HTML page.	No
Description	Enter the description of the documents related to the current Request.	No
New Attachment	Attach a document, graphic, spreadsheet, etc. to provide additional information about the current Request.	No
Browse	Select (B) Browse to find the file you want to attach.	No
Description	Enter a description of the file attached.	No

7. Select (B) Submit to enter your new Request into the database and open the Request Creation Confirmed screen.

DELPHI Customer Support Help Desk

Request Creation Confirmed

The Request #. is automatically generated.

8. Select the hyperlink Request # to view the newly created Update Request Details screen.

Update Request Details

Mailing Address*

* Street Number:	6500 S MacArthur
* City:	OKC
* State:	OK
* Zip Code:	73002
*	This information is being collected to set up employees in Purchasing. The information will also be used in the Projects and Payables module

User Responsibilities:

Note: ** The Text Boxes below are limited to 200 characters. In addition, you may use either the notes field or simply attach a document(s) from your desktop in Word format.

* New Responsibilities: Enter new responsibilities

Additional Space (1):

Additional Space (2):

Budget Access Level

Username:

From: To:

View: ○ Yes ○ No   Modify: ○ Yes ○ No

Group SuperUser: ○ Yes ○ No   Budget SuperUser: ○ Yes ○ No

Notes

Status

Seq	Workflow Step Name	Step Status	User Name	Date
1	Security Officer Desk Check.	Approve/Disapprove		11/22/02 11:18 AM CST
2	Close (Immediate success)			
3	Close (Immediate failure)			

Graphical View

References

New URL: [ ] [View URL]   Description: [ ]

New Attachment: [ ] [Browse...]   Description: [ ]

[OK] [Cancel]

You can quickly navigate to the Details, Notes, Status, or References by selecting the hyperlink at the top of the Update Request Details screen.

The following is a brief description of what each section contains:

- **Details –** contains information which apply directly to the particular Request type that was created, as well as, any captured User Data.

- **Notes –** displays any notes pertaining to the current Request.

- **Status –** displays all of the Workflow Steps to which the Request is to be routed, and gives the status of each completed/in-progress step. If a blue button is displayed adjacent to a step in the flow, you can interact by selecting the button and answering the questions that are displayed.

- **References -** displays the URL and Description for documents related to the current Request.

DELPHI Customer Support Help Desk

9. Select one of the following to proceed or end your session:

    - In the Banner section, select (B) Home to proceed to the Main Page.

    - In the Banner section, select (B) Sign Out to end the session.

    - From the Internet Browser, select (B) Back icon to return to the list of queried Requests.

Summary

DELPHI users can use the Kintana helpdesk system to log three types of requests for assistance:

- Ask an accounting question, application, or reporting question

- Get your password reset

- Request access to Oracle Financials or Kintana (security officers).

Requests can be managed and tracked using Kintana.